

Information Technology Capital Investment Program

Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Jefferson Lett - Director, Unif

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Agency: Department of Administrative

Project: Unified Communications - Er

Project Manager: Bernard Johnson

Reporting Period: Project Inception through 12/

Total Funds Requested: \$12,277,708

Total Funds Allotted to Agency: \$12,277,708

Accumulative Total Capital Fund Expenditures to Date: \$12,273,523

Brief Project Description/Summary:

The goal of the initiative is to establish a foundation for the implementation of an Enterprise service that enables cost-savings when compared to maintaining obsolete systems and equipment. A Unified Communications platform implemented across the Executive Branch will increase productivity and collaboration as well as enable a consistent user experience across all participating State Agencies.

The new VoIP telecommunication system is hosted in the State Data Center, with failover at the state's backup data center in Springfield, MA. Additional Enterprise-level services including Call Center, Electronic Faxing, Interactive Voice Response, Instant Messaging, Softphone, Mobile VoIP Communication and Video Conferencing are part of the initiative and will be implemented throughout calendar year 2020.

Summary of Progress Achieved to Date:

The Unified Communications division of DAS / BEST deployed the statewide Enterprise UC / VoIP platform throughout 2013-20 Progress achieved in 2019-20:

VoIP

- Expanded user base to 30,000+
- Current SIP traffic range is 65,000-70,000 inbound and 9,000-14,000 outbound calls per day

DMV Call Center

- Deployed Phase 3 on 4th quarter 2019
- SQL and SSRS servers for shared services

BEST Avaya 8.1.2 Software Upgrade

Week Ending - 7/17/20

Consolidated Avaya Tasks

<u>Task</u>	<u>Start Date</u>	<u>Finish Date</u>	<u>% Complete</u>
R8 Upgrade HUB and ESS			
Workbooks	3/27/2020	3/27/2020	100
Groton Session Border Controller	6/10/2020	6/16/2020	75
Springfield Session Border Controller	6/17/2020	6/23/2020	75
Groton Avaya Diagnostic Server	6/24/2020	6/25/2020	50
Springfield Avaya Diagnostic Server	6/26/2020	6/29/2020	25
Groton Communication Manager	6/30/2020	7/2/2020	25
Springfield ESS	7/6/2020	7/8/2020	25
Avaya Messaging Servers (Voicemail)	7/6/2020	7/10/2020	25
Groton AES	7/9/2020	7/15/2020	75
Springfield AES	7/9/2020	7/15/2020	75
Groton System Manager	7/16/2020	7/22/2020	25
Springfield System Manager	7/16/2020	7/22/2020	25
Groton Session Manager	7/23/2020	7/29/2020	25
Springfield Session Manager	7/30/2020	8/5/2020	25
Groton Avaya Aura Device Services			25
Springfield Avaya Aura Devices Services			25
Equinox			
Cutover	7/31/2020	8/28/2020	0
Cutover and Test Functionality	8/31/2020	8/31/2020	0

- Increased demand and deployment amplifies need for staff - for project support and future administration and maintenance.
- Issues and Risks:
- Preparing for new round of funding to accommodate demand for new deployments.

Next Steps & Project Milestones:

Additional Deployments - planned through December 2020

- Newly-renovated 165 Capitol Avenue
- DCF – Call Center
- Department of Emergency Services & Public Protection
- Office of the Chief Public Defender